

# DEPARTMENT OF COMMUNICATION SERVICES BULLETIN 2013-4

Telephone Coordinators:

April 8, 2013

**Re: Suspension of Telephone Circuits**

Telephone circuits are considered the building block of every telephone system. The City of Baltimore has many telephone circuits that make up this building block and provide functions such as:

- a) Connection and termination to the City telephone system
- b) Enable the proper operation of devices
- c) Links to multiple equipment

Agencies have requested the suspension of lines and circuits; however Verizon has informed the Municipal Telephone Exchange (MTE) that circuits cannot be suspended. They can only be disconnected.

Because of the complex nature in which circuits are connected to the City telephone system managed by Verizon, a physical audit will be conducted in the City to determine where circuits are connected and how they are used. The results of this audit will provide agencies the relevant information in making a decision on which circuit/s to disconnect.

In the meantime, if you do determine a circuit is no longer needed by your agency and needs to be disconnected, please send a request for disconnection. However, be aware once a circuit is disconnected, it may take a longer time to have it reconnected as opposed to a telephone line.

**Simon Etta, Acting Director**